

Medicare Rx Update: June 30, 2006

Medicare Details Steps to Improve Plan Customer Service...

Since January, Medicare has taken more than 1,000 compliance actions to improve prescription drug plan service to beneficiaries and, in most cases, these actions have resulted in timely responses by the drug plans. Cases when plans did not resolve issues promptly have resulted in further enforcement actions to achieve compliance, such as restricting plans' ability to enroll beneficiaries. One plan with recurrent service problems has been placed on a track that may result in termination. CMS will continue to monitor plans to assure that they maintain low call center wait times. Furthermore, updated plan-by-plan reports on call center performance will be reported by CMS ahead of the next open enrollment period in the fall. To view the entire press release, please click here: <http://www.cms.hhs.gov/apps/media/press/release.asp?Counter=1890>

FYI...July 4 is a recognized holiday for 1-800-Medicare

Independence Day is one of the six holidays per year where 1-800-MEDICARE is closed. As a result, 1-800-Medicare will not have Customer Service Representatives on duty from 3 AM on July 4 until 3 AM on July 5. The Interactive Voice Response system will continue to be operational for self-service callers.

Reminder about the Pharmacists important role in communicating beneficiary rights...

Plan network pharmacies are REQUIRED to post or distribute notices instructing enrollees to contact their plans to obtain a coverage determination or request an exception. Standard forms are available to ensure that beneficiaries are aware of their rights. CMS has provided a model pharmacy notice about the formulary exceptions and appeals process that should be posted or given to beneficiaries interested in contacting a Plan about a coverage determination or formulary exception.

Model Pharmacy Notice

<http://www.cms.hhs.gov/PrescriptionDrugCovContra/Downloads/PharmacyNoticeApproved.zip>

Click here for instructions for using the notice.

<http://www.cms.hhs.gov/PrescriptionDrugCovContra/Downloads/PharmacyNoticeInstructions.pdf>

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